

MASTERINGSAP  
**Connect**

**Event Program  
2024**

November  
**11-12**  
2024

**Royal Pines Resort, Gold Coast**  
Enterprise Asset Management |  
Supply Chain Management | Procurement

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## Thank you to the Advisory Committee for their expertise & guidance



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Founder & CEO, KLN Advisory &  
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## Mastering SAP Connect Agenda

### Sunday 10 November

From 2.00pm	Pre-registration
2.30pm - 4.30pm	Industry "Birds of a Feather" Sessions (BoFs)
From 6.00pm	Welcome Event

### Monday 11 November

From 7.30am	Conference Registration
8.30am - 6.00pm	Conference Day One
6.00pm - 8.00pm	Networking Dinner

### Tuesday 12 November

From 7.30am	Arrival Tea & Coffee
8.30am - 4.30pm	Conference Day Two

### Industry "Birds of a Feather" Sessions (BoFs)

Our Industry "Birds of a Feather" Sessions (BoFs) are a must attend.

Birds of a Feather sessions are informal expert-facilitated gatherings of individuals within industry groups, who wish to discuss topics pertinent to that industry in a "unconferenced", crowd sourced, content-delivery-light, pre-planned way.

Running from 2.30pm - 4.30pm on Sunday 10th November, four industry groups will assemble (subject to change):

- Rail & Transport
- Utilities
- Defence & Public Sector
- Mining & Resources

So, if you are coming to the conference please join us on Sunday afternoon. Whether you plan to listen, network or share some of your pressing challenges, come meet up with your people to start the conference experience.

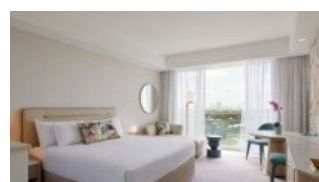
## Royal Pines Resort, Gold Coast

The Mastering SAP has booked the whole resort for the Connect event attendees.

But event accommodation is limited & filling up fast

Book your hotel room at Royal Pines ASAP for the special Mastering SAP rate starting from \$290 per room + \$30 breakfast per person.

[Book direct with the hotel here.](#)



# MASTERINGSAP Connect

## All Communities

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## Inspirational Keynote: Last Man Standing



**Steven Bradbury**  
 Keynote Speaker

Steven Bradbury's unlikely victory at the 2002 Salt Lake City Winter Olympics became iconic when a final-lap crash took out his four rivals, allowing him to win gold. Though seen as lucky, Bradbury's win was the result of understanding his limitations and the unpredictable nature of short track racing. He stayed on his blades when it mattered most, earning global admiration for his humility and honesty. Bradbury sees his victory not as a fluke but as a reward for a decade of hard work and perseverance.

The phrase 'Doing a Bradbury' entered Australian slang, symbolizing seizing opportunities when they arise. Bradbury believes success, whether in business or sport, relies on a strong support team. His gold medal was possible thanks to his team, including his coach, parents, and teammates, even though they weren't on the ice with him.

Bradbury emphasizes the importance of an efficient behind-the-scenes team and overcoming Australia's "tall poppy syndrome," where people hesitate to share their successes. Every organization succeeds or fails based on how its people, systems, and processes work together.

PEOPLE & SKILLS

PLANNING & SCHEDULING



## Connecting Your Vision to Reality – Today and Tomorrow



Ralf Vath

VP, Head of Product SAP Digital Supply Chain Cloud – Operate, SAP

Connecting every part of your organisation is crucial to unlocking new levels of success. Ralf Vath, Vice President, Head of Product SAP Digital Supply Chain Management at SAP will share practical strategies on how SAP solutions and business AI can play a part in bridging the gap between your company’s vision and execution – today and in the future.

Ralf will outline how AI can revolutionise your business processes, and the ways emerging technologies like digital twins can boost connectivity across your supply chain and asset management.

Join us to learn how building stronger connections within your business can lead to growth, agility, and long-term success – and how your SAP technology stack can support those strategies.

### Key Takeaways:

- **Strategic Insights:** Get a clear picture of SAP’s strategic direction, key investment areas, and the latest industry trends.
- **Integrated Operations:** Discover how SAP is enhancing core ERP processes to better link strategic, tactical, and operational planning.
- **The Role of AI:** See how AI can make your business practices more efficient and effective.
- **Digital Transformation:** Understand how digital twins can improve information flow, interoperability, and traceability across your entire business.

ARTIFICIAL INTELLIGENCE

INDUSTRY 4.0 & INNOVATION

PREDICTIVE & SAP IAM

SAP S/4HANA

## When Data Wins Championships: How Success in Sports Now Depends on Data and How You Can Learn the Business Lessons Hidden in Their Approach



Adir Shiffman

Executive Chairman, Catapult Sports

When Argentina and France faced off in the World Cup final, they shared a common secret weapon: data and analytics technology from Melbourne-based Catapult Sports. Catapult has become one of the world’s largest sports technology companies, with revenues exceeding \$100 million and growing rapidly. Over 3,000 teams in more than 100 countries, including the NFL, AFL, NRL, and English Premier League, rely on Catapult’s software to keep players fit, maximize performance, and win championships.

This competitive edge is so significant that entire leagues often adopt Catapult’s technology. Businesses are now learning from pro sports, using data analytics to drive success in their own fields. Identifying the right data and extracting actionable insights are crucial to winning, whether in sports or business.

### Key Takeaways:

- The central role of data in elite sports.
- How teams use different modalities to maximize performance (e.g., AFL).
- Integrating data streams for powerful insights.
- Discovering unexpected competitive advantages (e.g., NFL).
- Using data to create compelling narratives (e.g., NRL/Ch9).
- Fun and interesting discoveries and their impact on teams and athletes

PEOPLE & SKILLS

REPORTING & ANALYTICS



## Practically Speaking: Real-world use of AI in Asset Intensive Organisations



**Anya FitzGibbon**  
 Head of Data Governance & Delivery, Endeavour Energy

Endeavour Energy are on a mission to accelerate AI use at scale and pace across the organisation. The AI Accelerator initiative is a catalyst for building data appreciation, drive data clean-up and instil a common understanding of data quality importance across the business. This program is making great strides and will share how the AI strategy, using Azure Open AI is positioning the business to take full advantage of AI.

Learn how AI opportunities have been identified across Endeavour Energy's asset lifecycle to streamline and breakdown siloed pockets of repetitive work. This session will share the "how" of the AI Accelerator Program, the AI playbook and design thinking approach that is driving tangible outcomes to optimise work scheduling, safety, and access design. You'll even see some awesome demos.

### Key Takeaways:

- Why develop an AI Strategy when you're already using AI?
- How to uplift an organisation's AI Literacy
- The Why, How and What of an AI Accelerator model

CASE STUDY   ARTIFICIAL INTELLIGENCE   PREDICTIVE & SAP IAM  
 MASTER DATA   SAP S/4HANA   PLANNING & SCHEDULING  
 INDUSTRY 4.0 & INNOVATION   **END USER SESSION**

## Norm + ChatGPT: Unleashing the Power of Co-Intelligence



**Norm Poynter**  
 Independent Thought Leader

ChatGPT returns to the Gold Coast, ready to defend its title in the SAP EAM "Battle of Champions" against seasoned SAP expert Norm Poynter. The 2023 showdown was legendary as Chat, the fresh contender, went toe-to-toe with veteran Norm. Now, in 2024, Chat has become a game-changer, growing in intelligence and influence with each new challenge. Norm, however, relies on experience, problem-solving, and 25+ years of being in the trenches. But what if these fierce competitors joined forces?

In this live demo, witness the fusion of human expertise and cutting-edge AI as Norm and Chat showcase the future of SAP EAM.

Are these former rivals stronger together? You decide.

ARTIFICIAL INTELLIGENCE   INDUSTRY 4.0 & INNOVATION





## The Value of an Integrated Demand Plan – for Asset Managers AND Product Managers



**Hemant Biradar**  
Sr. Customer Advisory – Supply Chain, SAP Australia / New Zealand

Understanding future demand is crucial across all industries, enhancing supply chain planning and inventory optimization. SAP Integrated Business Planning (IBP) transcends the limitations of traditional ERP systems by integrating historical and forecast data to create a comprehensive demand plan.

This approach supports optimized inventory, purchasing, and resource planning, and refines ERP processes like Material Requirements Planning. Key benefits include reduced asset outages, improved purchasing decisions, lower transportation and warehousing costs, decreased working capital through inventory optimization, and enhanced data quality with Machine Learning.

### Key Takeaways:

- Understand the value of planning and forecasting with Integrated Business Planning (IBP) compared to traditional ERP approaches
- See a demonstration of the latest capability, including standard integration to S/4HANA Asset Management
- Gain visibility of the latest strategy and roadmap

SAP S/4HANA   PLANNING & SCHEDULING  
REPORTING & ANALYTICS   SAP IBP   ARTIFICIAL INTELLIGENCE  
INDUSTRY 4.0 & INNOVATION

## Will AI help the MRO Supply Chain make significant gains in reducing RISK and COST?



**Tim McLain**  
Chief Strategy Officer | MRO Materials Management, Lexin Solutions

Background: AI functionality and capability has not been well communicated as to how it will improve the MRO Supply Chain. This presentation will help to close the gap on what's here and what's coming!

Foreground: This presentation will focus on explaining and educating the audience on how AI is being used and could be used to help improve the MRO Supply Chain to reduce RISK and COST, up to the week of the presentation (because everything is moving QUICK)! All supply chains are desperate for quick, accurate, and consistent information with as much advance notice as possible, but when the data that drives your supply chain is changing regularly how do you remaining flexible without stocking too much of everything to meet the demand signal?! This is a key question.

Back to RISK and COST...it's a delicate balance! As industries move to electrification, spare parts will need to be changed as operations change, how well have you connected your supply chain to cope with the changes that are coming???

### Key Takeaways:

- How is AI being used in MRO materials management
- How can/will AI be used to improve MRO Materials Management...based on what we know now.
- Discussing the WHY AI is needed and wanted to drive down RISK and COST, but HOW?!

ARTIFICIAL INTELLIGENCE   INDUSTRY 4.0 & INNOVATION   MOBILITY  
MASTER DATA   PLANNING & SCHEDULING   SAP S/4HANA  
REPORTING & ANALYTICS



## Aligning Business Plans and SAP Roadmap as Part of Hydro Tasmania's Internal Customer Value Journey



Troy Goldner  
 SAP Delivery Lead, Hydro Tasmania

Managing Hydro Tasmania's SAP ecosystem through a 12-month capital planning process has primarily focused on technology rather than delivering customer value. In February 2023, Hydro's IT Leadership team identified functional gaps using the CoBiT model and implemented Plan, Build, Run to support a new IT working structure. Feedback from a CIO Survey and Employee Engagement Surveys highlighted the need to uplift internal SAP capabilities.

In November 2023, a formal Centre of Expertise (CoE) assessment identified 44 recommendations. To support Hydro Tasmania's IT strategy, a three-year plan was developed, establishing an SAP Centre of Expertise. Listening to the business and maximizing SAP investment for an asset-intensive organization involved practical steps to ensure successful SAP delivery beyond IT teams.

### Key Takeaways:

- Implementation of an SAP CoE to enhance end-user SAP capability.
- Lessons from cultural evolution, new ways of working, and developing a common language for business engagement.
- Aligning business plans with SAP roadmaps to deliver customer value and foster business enthusiasm for SAP, matching the passion of the SAP Delivery Team.

SAP S/4HANA

PEOPLE & SKILLS

CASE STUDY

END USER SESSION



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**Enterprise  
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## Understanding the SAP Scheduling Portfolio Roadmap



**Ryan Jones**

Solution Owner for SAP Asset & Service Management, SAP

This presentation features an in-depth overview of SAP's latest features and future plans for scheduling solutions. Learn about the newest enhancements in maintenance and service scheduling and dispatch. We will also provide a comprehensive overview of the roadmap, addressing topics such as schedule management and the incorporation of AI to enhance end-user intelligence and optimize schedules.

Gain insights into how AI is currently being utilised in scheduling, upcoming developments, and how these advancements can streamline workflows and improve the quality maintenance and service schedules. Additionally, we will cover significant ENR topics in our roadmap, including crew management, GIS and map support, and mid-term tactical integrated maintenance demand and supply planning, all designed to enhance our scheduling portfolio

### Key Takeaways:

- Attendees will gain a deep understanding of SAP's latest enhancements in maintenance and service scheduling and dispatch.
- Discover how AI is currently utilized in scheduling and what future developments are planned.
- Explore critical ENR topics in SAP's roadmap, such as crew management, GIS integration, and mid-term tactical integrated maintenance demand and supply planning.

PLANNING & SCHEDULING    ARTIFICIAL INTELLIGENCE  
SAP S/4HANA    INDUSTRY 4.0 & INNOVATION  
PEOPLE & SKILLS

## How Pembina Pipelines use Data to Improve Master Data Quality and Work Management Process



**Gordon Sandercock**

Senior Maintenance Management Specialist, Pembina Pipelines Corporation

Pembina Pipeline Corporation, a leading energy transportation and midstream provider, operates pipelines that transport hydrocarbon liquids and natural gas products in North America. It also manages gas gathering and processing facilities, along with oil and natural gas liquids infrastructure and logistics, requiring extensive maintenance across various asset classes.

Initially focused on extracting data to support improved decision-making, Pembina implemented SAP Plant Maintenance and ISO14224 standards 10 years ago to structure master data. The initial goal was broad data integration, which has since evolved to deepen asset data collection. This shift has reduced equipment failures, enhanced nameplate data capture, improved BOM creation, and optimized work schedules through better data management.

With the implementation of SAP Analytics Cloud two years ago, Pembina transitioned from standard SAP reports and Power BI to more advanced analytics, refining their master data standards and driving strategic decisions. This has transformed Pembina's culture from reactive to proactive, unlocking efficiencies. It continues to grow its data depth, further enhancing asset management.

### Key Takeaways:

- The importance of consistent master data standards across an organization.
- How consistent data drives efficiency in work management processes.
- Leading a proactive culture versus a reactive one from the start

MASTER DATA    SAP S/4HANA    REPORTING & ANALYTICS  
END USER SESSION

## Implementation Lessons - From Highly Customised to SAP S/4HANA EAM at Pan Pac Forest



**Lisa Jury**

SAP Program / Project Manager, transitioned to ERP Application Manager, Pan Pac Forest Products

For 50 years, Pan Pac Forest Products Ltd (Pan Pac) has been growing, processing, and delivering quality radiata pine products to international markets, including Australia, Europe, India, the USA, China, and Southeast Asia. With a 100+ in-house team of engineering professionals and tradespeople across three manufacturing units, Pan Pac undertook a greenfield SAP S/4HANA implementation to replace a heavily customized, unsupported system.

The project faced a major setback when Cyclone Gabrielle struck in February 2023, severely impacting Pan Pac's Whirinaki site. This required a complex recovery plan alongside the ongoing implementation.

Asset maintenance is critical for Pan Pac, focusing on improving maintenance and failure capture at the plant and equipment level. This aimed to enhance failure analysis and preventive maintenance practices, maximizing manufacturing uptime and production output. Additionally, the system needed to support the highly regulated nature of the business, especially concerning high-risk chemicals and associated audits.

### Key Takeaways:

- Tackling challenges with adopting new release functionality.
- Preparing and executing end-user support and change management for a complex module like Asset Maintenance.
- Insights into the challenges of standardised implementation and the lessons learned with end-user extensions available in Fiori.

PLANNING & SCHEDULING

SAP S/4HANA

PEOPLE & SKILLS

END USER SESSION

## Where's the Proof? A Data Tradies Guide to Proof-of-Concept Projects



**Anthony Cook**

Asset Management Strategist, Enerven

What is the goal of a Proof-of-Concept project and is everyone trying to prove the same thing? Is it OK to have different objectives within a project team?

Proof of Concept (PoC) is a scalable process that can be used to implement major systems or changes in an organisation right down to an individual SME asking what if we do it this way? Regardless of the scale the basic principles are the same.

At the heart of every PoC it's the end users of the system, tools or processes that are critical to achieving an outcome and then translating that into a successful full-scale project. Alternatively, they will also protect your business from choosing the wrong path and a full-scale failure.

Running a PoC can be a bit like running a building site and I found myself utilising my "Data Tradie Approach" to integrate facets of a recent PoC project for work scheduling. We were selected as a pilot group but of course we still had to do our day jobs whilst undertaking:

- Requirements and discovery workshops
- Data acquisition and configuration
- User trials
- Outcomes review

### Key Learnings

- How to link business requirements with user requirements
- Develop an effective testing program that produces measurable outcomes.
- What is the measure of success for a PoC?
- SAP integration and data simulation.
- Do processes drive the product or does the product drive the processes?

SAP S/4HANA

PEOPLE & SKILLS

END USER SESSION

## SAP Dynamic Forms: A Powerful Digital Forms Engine Integrated with SAP ERP on BTP



Jon Wilson

Global Centre Of Excellence – Digital Supply Chain SAP, SAP

SAP has introduced a new digital forms capability, designed to support both simple and complex forms in asset management processes, eliminating the need for paper and non-interactive attachments. This capability was developed through collaboration with key customers in Australia and globally. Built on the SAP Business Technology Platform (BTP), it offers seamless integration with SAP ERP backends (S/4HANA and ECC) and extensibility for non-SAP backends, with both online and offline functionality.

This session will cover an overview of the SAP Dynamic Forms capability, its alignment with and extension of existing SAP S/4HANA Asset Management and SAP Service & Asset Manager capabilities, and a demonstration of how these forms are created and utilized.

### Key Takeaways:

- What SAP Dynamic Forms are and how they support and add value to the SAP Asset Management process
- How form templates are created, and how easy it is to integrate business data (via pre-processing) and business logic
- How forms are consumed, both online and offline, and how post-processing ensures that data ends up where it needs to

SAP BTP SAP S/4HANA MOBILITY

USER EXPERIENCE (UX)

## Using Mobility to Improve Work Management Efficiencies at Pembina Pipelines



Gordon Sandercock

Senior Maintenance Management Specialist, Pembina Pipelines Corporation

Pembina Pipelines have been working to improve the quality of asset data collected by their Operators and Technicians, along with improving data collection efficiencies. They have been determining a mobility approach for the organisation that will ensure data at site can be both inputted and available real time. This has required a culture change for end users as they are accustomed to accessing data and inputting data back at the office.

The new mobility approach is empowering Operators and Technicians to become more efficient with their daily work activities. Having access to data at their fingertips, and the ability to capture data electronically and in real time is reducing the amount of back-end work required by Operator and Technicians.

This session will share Pembina Pipeline's mobility journey and how they are navigating user adoption to support this journey. We will be providing real time results, such as devices tested (Ipad, Surfaces and Panasonic Toughbooks), end user experiences, findings and outcomes that help us navigate to being fully mobility deployed.

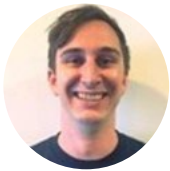
### Key Takeaways:

- Navigating user adoption and how Pembina Pipelines are making progress.
- How mobility is supporting work management process efficiency gains.
- How mobility data accuracy improvements have been reflected.

MOBILITY REPORTING & ANALYTICS MASTER DATA

SAP S/4HANA END USER SESSION

## How SAP Business AI and SAP Asset Performance Management Are Connecting Maintenance Strategy and Execution



**Tim Jones**  
 Customer Advisory - Asset Management, SAP Australia

SAP Asset Performance Management (APM) helps asset owners, managers, plant managers, reliability engineers, and maintenance technicians to define, implement, execute and monitor the optimal asset maintenance.

Time invested in Risk and Criticality Assessment, Failure Modes and Effects Analysis (FMEA) and Reliability Centered Maintenance (RCM) is rewarded in execution through streamlined problem identification, and rapid planning and response.

When fuelled by operational data from sensors, machines, and other operational systems, SAP Asset Performance Management uses SAP Business AI to analyse data and harvest real-time insights, detect anomalies, and enable advanced decision support.

In this session we will showcase the latest capabilities of the SAP Asset Performance Management solution, the value that it offers today, and how future capabilities, such as AI-enabled visual inspection will continue deliver more value in the future.

### Key Takeaways

- How SAP Asset Performance Management is closing the loop between maintenance strategy and execution
- The role of SAP Business AI is supporting capabilities such as anomaly detection and visual inspection
- How other customers are using SAP Asset Performance Management, and the benefits they are seeing

REPORTING & ANALYTICS    SAP S/4HANA    SAP BTP  
 INDUSTRY 4.0 & INNOVATION    ARTIFICIAL INTELLIGENCE

## So, You Want to do SAP Asset Performance Management (APM) - Is your Master Data Ready?



**Vicki Hlinovsky**  
 Business Process Lead (EAM), Sunwater

Sunwater is conducting a Proof of Concept for Asset Performance Management (APM) to address a business need to store Criticality and Risk Assessments against their assets and link that through to Condition Assessment and Condition Monitoring data to provide overall monitoring of Asset Health.

After reading the 150+ page SAP APM Application Help Guide several times, it was clear that master data would need some attention - but where do you start? APM ingests data from Technical Objects, including Class and Characteristics, Indicators from Measuring Points and other external sources (eg. Pi Historian), Malfunction data on Notifications and the all important Catalog Profile and associated Catalog Codes.

This presentation will follow the APM data preparation journey at Sunwater from the first whiteboard session to current state and plans for the future.

MASTER DATA    SAP S/4HANA    PREDICTIVE & SAP IAM  
 END USER SESSION

## Deep Dive: Selecting the Ideal Scheduling and Optimisation Strategy for your Business



Ryan Jones

Solution Owner for SAP Asset & Service Management, SAP

This presentation will highlight SAP's strategy and solution portfolio for maximising efficiency in asset and service management scheduling. Attendees will gain insights into work center and person-centric scheduling and dispatch, as well as AI-driven automated scheduling and route optimisation for maintenance and service technicians.

The presentation will also feature an end-user case study showcasing the successful implementation of SAP's latest scheduling solutions and the value unlocked through the ability to design and deploy complex scheduling rules.

Additionally, the session will feature a hands-on demo, showcasing both SAP S/4HANA Asset Management for resource scheduling, and SAP Field Service Management.

### Key Takeaways:

- A deep understanding of SAP's scheduling functionality strategy
- A look into actual implementations and benefits
- Better understanding of interoperability of SAP ERP / S/4HANA and SAP's scheduling solutions

PLANNING & SCHEDULING

SAP S/4HANA

## Back to Basics: Unlocking Your Current Work Management Functionality



Graham Johnston

Work Management/EAM Consultant, Assets & Corporate Technology, AGL Energy Limited

The introduction of SAP S/4HANA, Asset Management has been improved by implementing a Phase-Based Maintenance process using new Fiori apps. However some organisations have upgraded to SAP S/4HANA, but not Fiori, or not upgraded to the new Phase model. For this reason, we will revisit some of the basic functionality available in your current SAP system, with a particular focus on planning a Work Order. We'll discuss configuration options for Notifications to Work Orders, Material and Purchasing integration in a Work Order, Setting up Services correctly and Operation Work Centres and Planned hours.

The focus of this session is to demonstrate how to use what is available right now, in everyone's SAP system regardless of your SAP EAM maturity.

### Key Takeaways:

- Understanding the different configuration options for Notifications to Work Orders
- Gaining a better understanding of Material & Purchasing integration in a Work Order
- Learning how service can be flexible if used correctly
- Streamlining and reducing complexity for end users
- Utilising tools to make life easier for the end user and reaping the rewards

SAP S/4HANA

END USER SESSION

PEOPLE & SKILLS



## How Gold Fields Optimised Work Management using Fiori and Mobile Solutions



**Belinda Muller**  
SAP EAM Specialist, Gold Fields

Gold Fields faced challenges in their work management processes, including inefficiencies in work order management, delays due to a lack of real-time data access, and communication breakdowns among maintenance teams. These issues reduced productivity, increased downtime, and raised operational costs, impacting overall efficiency and asset reliability.

To address these issues, Gold Fields implemented SAP EAM with Fiori and mobile apps for planners, schedulers, supervisors, and technicians. The focus was on user-friendly interfaces to enhance task visibility, streamline workflows, and improve decision-making accuracy. These apps integrated with existing systems, providing real-time data access and better communication tools for maintenance teams.

The implementation of the Work Management Fiori apps led to significant improvements. Enhanced task visibility and streamlined workflows improved coordination among maintenance teams. Real-time data access allowed for quicker, informed decision-making, reducing downtime and operational costs. This adoption transformed Gold Fields' work management practices, driving operational excellence and setting a new industry standard.

### Key Takeaways:

- How Fiori apps streamline workflows and reduce inefficiencies in work management.
- The benefits of real-time data access in maintenance operations, enabling effective decision-making.
- Improved task visibility and communication tools lead to better team coordination, lowering operational costs and downtime.

MOBILITY | PLANNING & SCHEDULING | REPORTING & ANALYTICS  
SAP S/4HANA | END USER SESSION

## Managing SAP S/4HANA Access for a High Contractor Maintenance Workforce at Origin



**Helene Young**  
Maintenance Systems and Process Specialist – Generation, Origin

Origin Energy, operating Australia's largest coal-fired power station, recognized the need to give their large contractor workforce direct access to SAP. However, they needed a solution to manage this access securely. Origin implemented a custom solution in SAP S/4HANA that grants contractors access with enhancements and restrictions to ensure they can only view and manage their own commercial data.

The process begins when a contractor receives a Work Order, submits a quote, and after Origin's approval, executes the work. Upon completion, contractors submit timesheets, which are routed for approval. Once approved, the system automatically generates a Service Entry Sheet against a Framework order, leading to payment via RCTI.

### Key Takeaways:

- How to provide contractors access to your ERP system while protecting commercial data.
- The benefits of enabling contractors with SAP access, including streamlined workflows.
- Insights into the complexities of implementing and maintaining secure contractor access to SAP.

SAP S/4HANA | END USER SESSION

## Business Network for Asset Collaboration – Actors and Processes



**Nik Lavrentiev**  
Head of ANZ Solution Consulting,  
SAP Australia / New Zealand



**Adam Sivell**  
Director SAP Business Network,  
SAP

SAP Business Network for Assets (BNAC) drives resiliency and transparency through collaborative asset definition and maintenance. Using the BNAC asset dependant and maintenance heavy Asset Operators have maximised uptime by accelerated commissioning, maintenance and performance turning.

By collaborating with Original Equipment Manufacturers (OEMs) and Service Providers, Asset Operators achieve optimal equipment effectiveness by enabling transparency on equipment failures and maintenance. OEM's and Service Providers are also benefiting but accessing asset and maintenance information in one platform resulting in improved productivity, enhanced service quality, increased customer satisfaction and reduction of costs.

In this session we will present the main functional elements of BNAC, discuss how the main players interact with the Network and showcase several process flows relating to various scenarios. The presentation will be interactive yet educational.

### Key Takeaways:

- Why Business Network for Assets is the must have for asset intensive organisations, OEM's and service providers
- Benefits and valuable outcomes of collaborating via BNAC, including existing customer use cases
- Key process flows and interactions between trading partners

PREDICTIVE & SAP IAM

ARTIFICIAL INTELLIGENCE

INDUSTRY 4.0 & INNOVATION

SAP S/4HANA

## Mobility Solutions, Not Silver Bullets



**Shane Clark**  
Coordinator Maintenance  
Management Improvements, City  
of Gold Coast Pty Ltd

The Gold Coast, Australia's sixth largest city, is home to over 635,000 residents, with almost one-third born overseas. Known for its lifestyle, diversity, vibrant arts scene, and world-class tourism, the city attracts close to one million international visitors each year. As co-hosts of the 2032 Olympics alongside Brisbane, the city is preparing for major responsibilities.

The Gold Coast City Council, Australia's second largest by population, oversees a diverse asset portfolio that includes water networks, roads and bridges, parks and open spaces, beaches and foreshores, buildings and sports precincts, cultural assets, flood mitigation and drainage, and fleet, plant, and equipment. As stewards of these assets, the council faces the challenge of providing efficient and cost-effective services to the community while managing external influences and budgetary constraints.

When the council's field mobility solution neared the end of its lifecycle, the city needed a replacement that not only maintained operations but also enhanced its Enterprise Asset Management (EAM) capabilities to help us better manage our maintenance and increase our Asset Management maturity. Implementing a mobility system has become easier with Rizing as our partner, streamlining the process and enhancing efficiency.

This presentation will guide you through the critical steps to ensure a smooth mobility solution rollout, sharing lessons learned and practical tips for post-implementation success.

In this session, you'll learn key takeaways from the project:

- No Silver Bullet: Implementing a mobility solution without addressing underlying issues will only amplify existing problems. A new tool won't fix poor practices.
- Validate User Requirements: It's crucial to ensure that user requirements align with organizational goals, not just individual needs.
- People over IT: IT projects are fundamentally about people, not technology. Success hinges on understanding and addressing the human element.

MOBILITY

END USER SESSION

## Defining 'Good' in SAP Today: Enabling Innovation Through Integrated Technologies and a Novel Approach to AI in Asset Management



**Achim Krüger**  
 President EMEA, Enterprise Asset  
 Management, Rizing a Wipro  
 Company

SAP S/4HANA has been evolving for nearly a decade, with the 2022 and 2023 versions representing the most advanced and stable solutions to date - exactly where SAP envisions its customers. But what does "good" look like in these versions? How can you assess your progress, and, most importantly, are you fully leveraging your current system?

In this session, we'll explore the value that your SAP S/4HANA system already holds, using the principles of "fit-to-standard" and "clean core." We'll demonstrate how organisations are building on these foundations to unlock greater value through fully integrated, end-to-end scenarios.

Expect a live demonstration of an advanced SAP S/4HANA system, where you'll see firsthand how this technology can increase business value. We'll also review real-world use cases that highlight how companies are solving complex business challenges through integration, automation, and AI. This will include:

- Rizing's collaboration on an automation program using SAP PPM and SAP PS for asset planning, estimation, and deployment, ranging from coarse-grain to fine-grain detail.
- Rizing products like 'Carbon' and 'Mercury' for integrating P6 Primavera and GIS solutions.
- Data and analytics solutions for maintenance budgeting and forecasting.
- AI-driven advancements in asset management.

This session will help you realise the full potential of your SAP S/4HANA investment and improve your business's efficiency and profitability.

### Key Takeaways:

- A clear understanding of SAP S/4HANA's core capabilities and what's possible.
- Practical insights on how other organisations are solving business challenges.
- Actionable strategies to cut through the buzzwords and add real value to your organisation.
- Rizing's collaboration on an automation program using SAP PPM and SAP PS for asset planning, estimation, and deployment, ranging from coarse-grain to fine-grain detail.
- Rizing products like 'Carbon' and 'Mercury' for integrating P6 Primavera and GIS solutions.
- Data and analytics solutions for maintenance budgeting and forecasting.
- AI-driven advancements in asset management

INDUSTRY 4.0 & INNOVATION

ARTIFICIAL INTELLIGENCE

SAP S/4HANA